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George Forman, Evan Kirshenbaum, Jaap Suermondt
August 2006 **Proceedings of the 12th ACM SIGKDD international conference on Knowledge discovery and data mining KDD '06**
Publisher: ACM Press

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We discuss our experiences in analyzing customer-support issues from the unstructured free-text fields of technical-support call logs. The identification of frequent issues and their accurate quantification is essential in order to track aggregate costs broken down by issue type, to appropriately target engineering resources, and to provide the best diagnosis, support and documentation for most common issues. We present a new set of techniques for doing this efficiently on an industrial scale, w ...

Keywords: applications, log processing, quantification, supervised machine learning, text classification, text mining

2 Systems: A news story categorization system
Philip J. Hayes, Laura E. Knecht, Monica J. Cellio
February 1988 **Proceedings of the second conference on Applied natural language processing**
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This paper describes a pilot version of a commercial application of natural language processing techniques to the problem of categorizing news stories into broad topic categories. The system does not perform a complete semantic or syntactic analyses of the input stories. Its categorizations are dependent on fragmentary recognition using pattern-matching techniques. The fragments it looks for are determined by a set of knowledge-based rules. The accuracy of the system is only slightly lower than ...

3 Text and information extraction: Joining statistics with NLP for text categorization
Paul S. Jacobs
March 1992 **Proceedings of the third conference on Applied natural language processing**
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1   Industrial and government applications track papers: Pragmatic text mining: minimizing human effort to quantify many issues in call logs
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2   Information systems outsourcing: a survey and analysis of the literature
Jens Dibbern, Tim Goles, Rudy Hirschheim, Bandula Jayatilaka
November 2004 **ACM SIGMIS Database,** Volume 35 Issue 4
Publisher: ACM Press

Full text available: 🗎 pdf(1.51 MB)   Additional Information: full citation, abstract, references, citings

In the last fifteen years, academic research on information systems (IS) outsourcing has evolved rapidly. Indeed the field of outsourcing research has grown so fast that there has been scant opportunity for the research community to take a collective breath, and complete a global assessment of research activities to date. This paper seeks to address this need by exploring and synthesizing the academic literature on IS outsourcing. It offers a roadmap of the IS outsourcing literature, highligh ...

Keywords: determinants, literature review, outcomes, outsourcing, relationships, research approaches, theoretical foundations

3   Session M1: privacy in e-commerce: Security when people matter: structuring incentives for user behavior
Rick Wash, Jeffrey K. MacKie-Mason
August 2007 **Proceedings of the ninth international conference on Electronic**

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Full text available: 📄 pdf(852.08 KB)   Additional Information: full citation, abstract, references, citings, index terms

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Keywords: applications, log processing, quantification, supervised machine learning, text classification, text mining

2 Inheritance and complementation: a case study of easy adjectives and related nouns   ▬
Dan Flickinger, John Nerbonne
September 1992 **Computational Linguistics**, Volume 18 Issue 3
Publisher: MIT Press

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Mechanisms for representing lexically the bulk of syntactic and semantic information for a language have been under active development, as is evident in the recent studies contained in this volume. Our study serves to highlight some of the most useful tools available for structured lexical representation, in particular (multiple) inheritance, default specification, and lexical rules. It then illustrates the value of these mechanisms in illuminating one corner of the lexicon involving an unusual k ...

3 Information systems outsourcing: a survey and analysis of the literature   ▬
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